

Appendix D – Abutter Survey Report, June 2005



**Public Access Survey Report
Quabbin Reservoir Watershed System's Land and
Water**

June 2005



**Department of Conservation and Recreation
Division of Water Supply Protection
Office of Watershed Management**

Acknowledgements:

This plan was prepared by the staff of the DCR's OWM - Quabbin Section. An OWM working group developed the survey, the basis of this report. The group consisted of: William Pula, Bob Bishop, Paul Lyons, Clif Read, Thomas Kology, Tom Peloquin, Phil Lamothe, Dave Small, Dave Supczak, David Zaganiacz, Joel Zimmerman, Lisa Gustavsen, and John Gregoire (MWRA). Quabbin staff, Linda Boulette, Colleen Krupa, Kim Turek, Dale Monnette, and Lisa Gustavsen, prepared the survey for distribution. Survey data was summarized by Lisa Gustavsen in a spreadsheet developed by Mike Ridge. Paul Lyons and Matt Hopkinson provided detailed edits of this report. Phil Lamothe prepared maps used in the project and this report.

Abstract:

The OWM-Quabbin Section, kicked-off its public access management plan update process by distributing a survey to 137 stakeholders (e.g., watershed community officials, legislators, environmental groups) and 527 abutters (people owning land within 3 meters of Quabbin Reservoir watershed lands). Surveys were mailed in March along with an April public workshop announcement. By the end of May, 183 responses had been received; 29 surveys were undeliverable.

Overall, the respondents were very knowledgeable of the OWM consolidation, its public access management plan, and related regulations. In general, the majority of respondents had personal knowledge of and experience at the Quabbin and the majority has lived within its watershed for over ten years. However, a majority of the respondents had little to no knowledge of OWM funding by MWRA; that revenue is generated by DCR through forest management and that Payments –In-Lieu-of Taxes (PILOT) are made to the watershed communities. When asked about the most important values of the Quabbin Reservoir and Watershed, respondents ranked Public Water Supply as the most important. Solitude/Wilderness Character was ranked as second most important with Public Access/Recreation, and Healthy forest/wildlife following.

Several trends appeared when the respondents were asked about what activities they engage in, what they think should be allowed, and what they think should be prohibited. The most popular activities that people listed as doing were Hiking/Walking, Bird watching, Driving and Sightseeing. However, the list of activities doubled when asked what should be allowed. More than 100 of 183 respondents listed the twelve activities: Driving/Sightseeing, Mountain Biking, Road Bicycling, Hiking/Walking, Bird watching, Snowshoeing, Cross-country skiing, Ice-fishing off-reservoir, shore-fishing-on-reservoir, boat-fishing on reservoir, Canoeing, and Kayaking. This difference between what people actually do and what they think should be allowed suggests an existence value to the idea of allowing activities which they do not actually participate in doing. OWM policy allows these all activities with restrictions and limitations. When asked what should be prohibited more than half of the respondents listed the following activities: Snowmobiling, Operating ATVs, Swimming, Camping, Trail-marking, and Collecting. Current OWM policy prohibits all these activities with the exception of snowmobiling allowed on off-reservation lands at certain times. In general, when compared to our public workshop input, survey input indicates less demand for cross-country skiing and dog walking. However, general comments (side-bar) indicate public consternation with the apparent illogic, from a water quality perspective, of allowing motorboats for fishing while prohibiting sailboats and kayaks for recreating on the reservoir.

Finally, concerning the current public input process, the respondents indicated there were two areas in which the DCR could improve its process: more media coverage of planning efforts including local newspapers and internet; and more educational outreach effort related to planning topics. In conclusion, while results indicate that DCR needs to better explain its efforts in the watershed community (e.g., PILOT payments) survey respondents, especially abutters, were very appreciative of the information and personal contact provided by the survey mailing.

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I. Introduction

The Department of Conservation and Recreation's Division of Water Supply Protection, Office of Watershed Management (OWM) is responsible for providing 250 million gallons a day of drinking water to the Massachusetts Water Resources Authority (MWRA) for distribution to 2.2 million people in 47 Commonwealth communities. The 412 billion gallon/39.4 square mile Quabbin Reservoir is the heart of the drinking water supply. OWM manages over 100,000 acres of Quabbin watershed land and water to protect and preserve the drinking water supply.

Public outreach is an important element to the success of OWM's watershed protection efforts. The Public Access Management Plan seeks input from a variety of perspectives – such as legislatively mandated watershed advisory groups, abutters, user interest groups, and others. OWM supports an ongoing discourse with the public on water supply protection strategies. This report describes a specific information collection tool the OWM is using to collect information from a variety of sectors of the population – a survey/questionnaire. To date, the information collected has provided valuable input into the plan update process.

II. Methodology

As part of the OWM's planning process to update its Public Access Management Plan for the Quabbin Reservoir Watershed (1988, 1998) a working group⁵⁶ was established and convened in January 2005. In recognition of the many changes that have occurred since the 1998 update (e.g., organizational, national, etc.), the group recommended developing a survey (similar to a 1999 survey conducted in the Ware River Watershed) aimed at abutters and their opinions about current public access issues.

Survey Development – Internal Working Group

A survey/questionnaire was developed between January-February 2005. Previous public access questionnaires were reviewed while refining the final document. The Working Group completed the final draft in late February 2005. The survey was sequentially piloted with three outside groups and revised according to comments received between testing groups. First, the Quabbin Watershed Advisory Committee (QWAC) was sent the survey on 2/18/05. QWAC reviewed the survey at its monthly meeting on 3/7/05. A second advisory group, the Ware River Watershed Advisory Committee (WRWAC) reviewed and submitted comments on 3/10/05. The North Quabbin Regional Landscape Partnership (NQRLP) reviewed and commented on the survey on 3/18/05. Based on this input, the survey was finalized on March 21, 2005 (**Appendix A**). After the finalization on 3/21/05, the survey was sent out to 664 stakeholders.

The survey was comprised of four sections: 1) Factual statements about Quabbin and the DCR; 2) Questions to collect information about the respondent including their personal values related to Quabbin; 3) Questions designed to collect knowledge, actual use, and opinion about specific public access activities at Quabbin; and 4) Detailed educational information about both the Payment-in-Lieu-of-Taxes (PILOT) program in Quabbin Watershed and map of the Quabbin Reservoir watershed.

⁵⁶ The working group consists of representatives from each section, a representative from the NR section, a Boston liaison, and MWRA and EOEA-RMP representative.

Two specific measures were taken to reduce the likelihood of special interest groups flooding the survey process: 1) surveys were targeted and mailed directly to organized stakeholder groups and individual abutters to DCR lands; 2) the survey was not published on the OWM's homepage for downloading options.

Survey Distribution

On March 25-26, 2005, Quabbin staff prepared the mailing of 664 surveys and public workshop meeting announcement. In total, 664 surveys were sent out – 527 abutters and 137 stakeholders (Appendix B). The following week, the survey was distributed to OWM staff – Quabbin Section and to attendees at the Public Workshop on 4/12/05. The survey was also distributed at the April Meeting of the Water Supply Citizen's Advisory Committee (WSCAC) meeting. Future distribution of the survey may include posting at select sites including the Visitor's Center and three Fishing Areas for non-organized visitors.

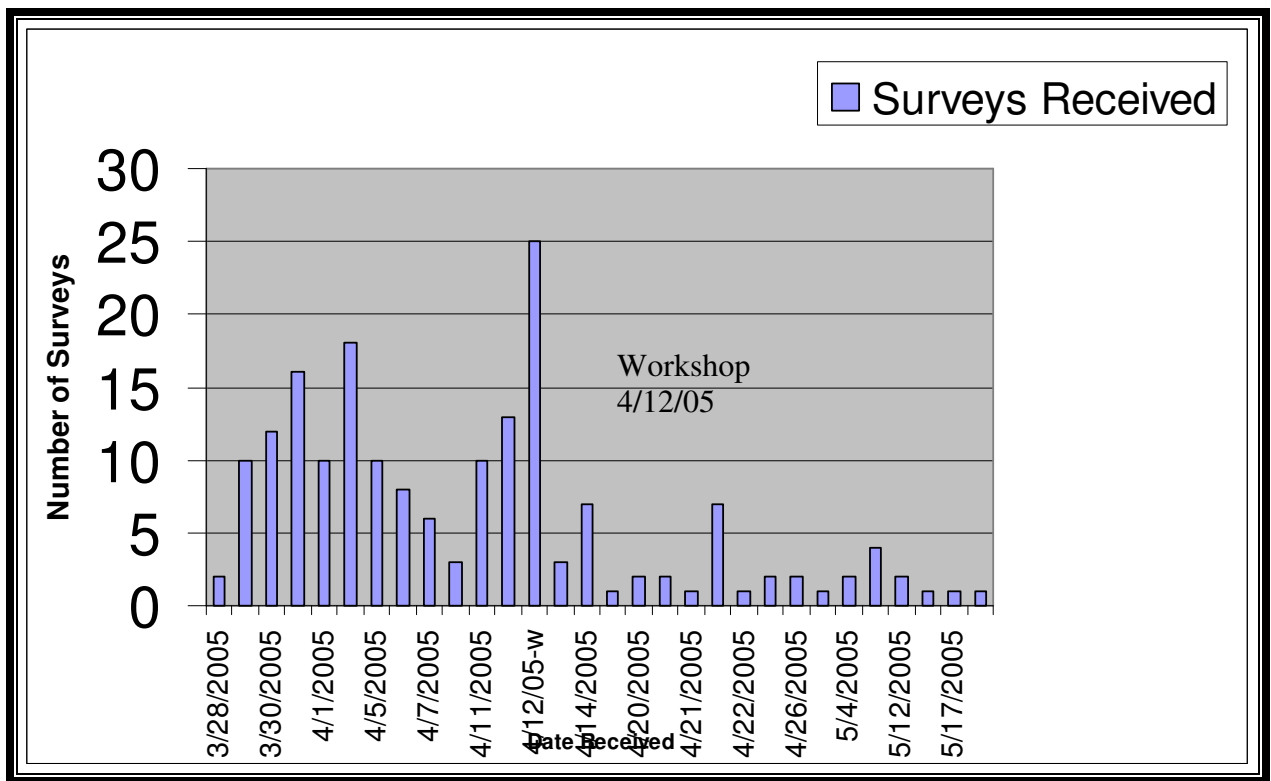


Figure 4 Pattern of survey response

III. Survey Findings

Survey Response

The Division achieved a 29% survey return rate. 664 surveys were distributed. 183 completed surveys were returned to the Division as of May 31, 2005. 29 surveys were returned as undeliverable. The survey rate of response appears to be a normal distribution with the exception of 4/12/05, when we distributed and collected surveys during our public workshop (**Figure 1**). The response rate is slightly lower in comparison to our 1999 Ware River Abutter Survey in 1999 which had a 36% response rate. The Division estimates approximately 13% of the returned surveys were sent in from one special interest group - horse-back riding enthusiasts.

Survey data was entered and analyzed in Excel. Standard statistical summary functions were used (Count, Average, Maximum, and Minimum) for Survey questions 1-12 and are reported in **Table 1**. Some survey summary data is displayed graphically (**Figures 2 & 3**). Overall, the respondents were very knowledgeable of the OWM, its existing public access management plan, and related regulations. The majority of respondents had direct knowledge of the Quabbin and had lived within its watershed for over ten years. However, a majority of the respondents had little to no knowledge of OWM funding by MWRA; revenue generated by DCR through forest management; and Payments –In-Lieu-of Taxes (PILOT) made to the watershed communities.

When asked about the values of the Quabbin Reservoir and Watershed they considered most important, respondents ranked Public Water Supply as the most important. Solitude/Wilderness Character was ranked as second most important with Public Access/Recreation; and Healthy forest/wildlife following (**Table 2**).

Several trends appeared when respondents were asked about what activities they engage in at Quabbin what they think should be allowed, and what they think should be prohibited (**Table 3**). The most popular activities that people listed as doing were Hiking/Walking, Bird watching, Driving and Sightseeing. However, the list doubled for activities that “should be allowed”. More than 100 of 183 respondents listed the 12 activities Driving/Sightseeing; Mt. Bicycling; Road Bicycling; Hiking/Walking; Bird watching; Snowshoeing; Cross-country skiing; Ice-fishing off-reservoir; Shore-fishing-on-reservoir.; Boat fishing on reservoir; Canoeing; and Kayaking. This response suggests that the surveyed group values the idea of public access. Current OWM policy allows these activities with restrictions and limitations. When asked what should be prohibited more than half of the respondents listed the following activities: Snowmobiling; Operating ATVs; Swimming; Camping; Trail-marking; and Collecting. Current OWM policy prohibits all these activities with the exception of snowmobiling allowed on off-reservation lands at certain times. When compared to our public workshop input, survey results indicate less demand for cross-country skiing and dog walking. However, general comments (written in the side-bar of the survey) indicate public consternation with the apparent illogic, from a water quality perspective of allowing motorboats for fishing on the Reservoir while prohibiting sailboats and kayaks for recreating on the Reservoir. This policy difference was addressed at the public workshop. The Regional Director explained outlined the history of public access on the reservoir. And the current regulatory condition where sailboats are specifically prohibited by the Division’s Watershed Protection regulations 350 CMR 11.00. In comparison, motor boating for fishing is specifically allowed with restrictions by regulation. Kayaks and jon boats with certain safety size requirements are allowed in designated areas for fishing purposes.

Finally, given the current public input process, the respondents indicated there were two areas in which the DCR could improve its process: more media coverage of planning efforts including local newspapers and internet; and more educational outreach effort related to planning topics.

General Survey Questions (1-11)

The intention of Survey Questions 1-11 were to both collect information about the respondent and also to deliver some targeted information often found by DCR to be points of misunderstanding. For example, many people do not know OWM is funded by ratepayers' water bills, not by Commonwealth taxes; that DCR generates over half million dollars in revenue, and that DCR, through MWRA, makes payments in lieu of taxes to communities whose lands are held by the Commonwealth for drinking water supply.

Overall, the results in **Table 1 and Figures 2 & 3** suggest that respondents were fairly knowledgeable, through first-hand experience, about Quabbin's function as a public drinking water supply. Further, there appears to be baseline knowledge of the DCR's function, recent changes within DCR, and public access restrictions.

As stated previous, the survey suggests three gaps in respondent's knowledge that: 1) MWRA rate payers are the funding source of OWM (not the Commonwealth); 2) that OWM generates approximately \$800,000 dollars through forestry sales at Quabbin; and 3) that DWSP via MWRA makes substantial, annual payments-in-lieu of taxes to watershed communities.

Table 1 Responses to Quabbin Public Access Survey, Questions 1-12

<i>Question</i>	<i>Average</i>	<i>Yes</i>	<i>No</i>	<i>No response</i>
Have you ever visited the Quabbin Reservation ⁵⁷ ?		178	8	1
How many times in 2004 did you visit the Quabbin Reservation?	17			
When you visit, how many hours do you usually spend here?	3			
Did you know that the Quabbin Reservoir provides the drinking water for over 2 million people, primarily in the Boston metropolitan area, as well as to 3 western MA communities, Chicopee, Wilbraham, and South Hadley Fire District #1?		178	8	
Did you know that the Quabbin Reservation is a public resource comprised of lands taken by eminent domain specifically for water supply protection and is not run by a private corporation?		180	6	
Did you know that the Commonwealth merged the Metropolitan District Commission (MDC) and the Department of Environmental Management (DEM) in 2003 and the new agency's name is the Department of Conservation and Recreation (DCR)?		134	52	

⁵⁷ "Quabbin Reservation" refers to the Quabbin Reservoir and adjacent lands managed by DCR for drinking water supply protection.

<i>Question</i>	<i>Average</i>	<i>Yes</i>	<i>No</i>	<i>No response</i>
Did you know that DCR's Office of Watershed Management and its activities are completely funded through water bill payments made by the people who live in metro Boston and the 3 western communities, and not by the entire Commonwealth through state taxes?		81	103	
Did you know that there is controlled public access and limited recreation at Quabbin Reservation?		185	1	
Did you know that DCR-Quabbin does not charge a general entrance fee to Quabbin Reservation (a parking fee is charged at the Boat Launch Areas)?		172	14	
Did you know that DCR generates approximately \$800,000/year from green-certified forest products grown on the Quabbin Reservation?		50	136	
Did you know that the DCR makes annual payments in-lieu-of tax of over \$5 million to towns that contain property owned by the Commonwealth for drinking water supply and protection? (see attached sheet for Quabbin specific communities).		71	114	

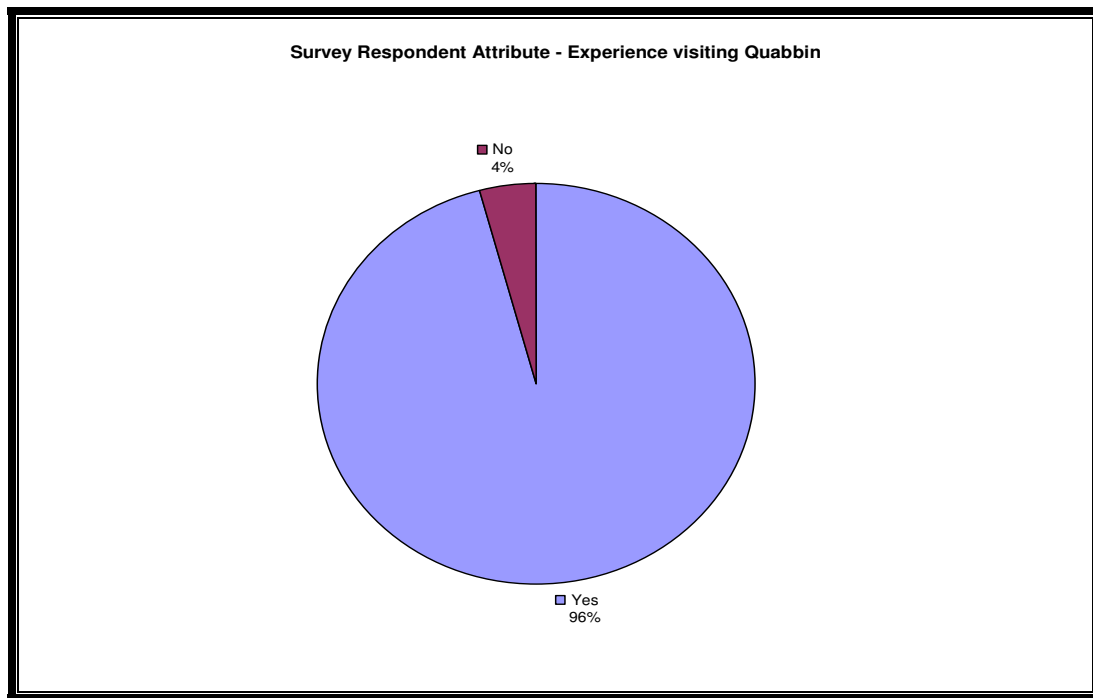


Figure 5 Survey respondents' responses to Question 1

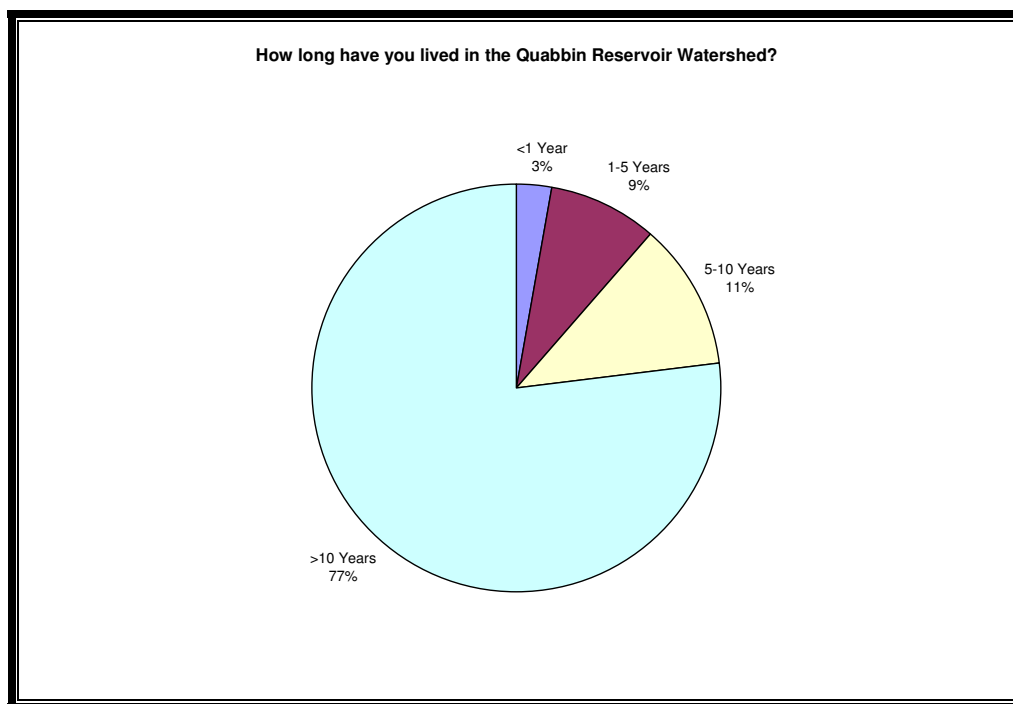


Figure 6 Survey respondents' responses to Question 23

Values of Quabbin Reservoir and Reservation – Questions 12 & 13

In order to capture our survey respondents' personal values related to the reservoir and its watershed system, the Division posed two questions in its survey (Questions 12 & 13) related to the Division's 2000 Master Policy Statement of Values⁵⁸.

Table 2 provides a ranking of the values of Quabbin to survey respondents, based on the number of "most important" scores each value listed received. Using this simple method there appears to be three levels of values: 1) Value as a public water supply; 2) Value for solitude, public access, and healthy forests; and 3) Fishing and historical value.

Table 2 Ranking of Quabbin Reservoir/Reservation "values" by survey respondents

Ranking	Value	Number of Votes As "Most Important"
1.	Public water supply	90
2.	Solitude/Wilderness Character	67
3.	Public Access/Recreation	63
4.	Healthy forest/wildlife	51
5.	Boating/Fishing	24
6.	History/cellarholes	22
7.	Engineering History	15
8.	Other	NA

Source: (Appendix 2005 Survey Results)

Other Personal Values

In addition to the values specifically defined above, survey question 12 offered the respondents an opportunity to list other personal values; approximately 18% of the respondents chose to include additional values. The types of values varied. Some people chose to list existence values such as "Buffer to consumption and expansion", "space", "beauty" and "views of water"; others chose to list an access related value that they would like introduced such as "Access for much larger 4 stroke boats" and "horseback trails"; Others listed a very controlled activity – hunting (**Appendix C**).

Activities

Table 3 shows the results from Question 24 - a three part questions related to activities both allowed and prohibited in various areas of the watershed including on the reservoir.

⁵⁸ Insert description/history of Master Policy Statement here.

Table 3 Survey respondents' positive responses to Question 24, concerning various recreational activities at Quabbin Reservation

Activity	Should Be Allowed at Quabbin	Should Be Prohibited at Quabbin	Your Activities at Quabbin
Driving/Sight-seeing	126	35	52
Snowmobiling	40	119	1
Operating ATVs	7	149	1
Mountain Bicycling	124	26	29
Road Bicycling	149	12	49
Hiking/Walking	166	2	104
Bird watching	165	2	60
Snowshoeing	157	10	32
Cross-country Skiing	148	13	21
Hunting/Trapping	82	69	9
Ice Fishing-off-reservoir	128	25	8
Shore Fishing -Reservoir	132	12	32
Dog Walking	71	89	8
Horseback Riding	59	91	8
Boatfishing-Reservoir	128	31	32
Canoeing	151	27	16
Kayaking	142	81	12
Swimming	28	121	4
Wading	96	58	9
Camping	24	126	7
Trail Marking	43	104	2
Collecting	20	116	2
Geocaching	31	53	1
Assemblies	98	35	4
Fundraisers	50	77	1
Orienteering	81	29	3

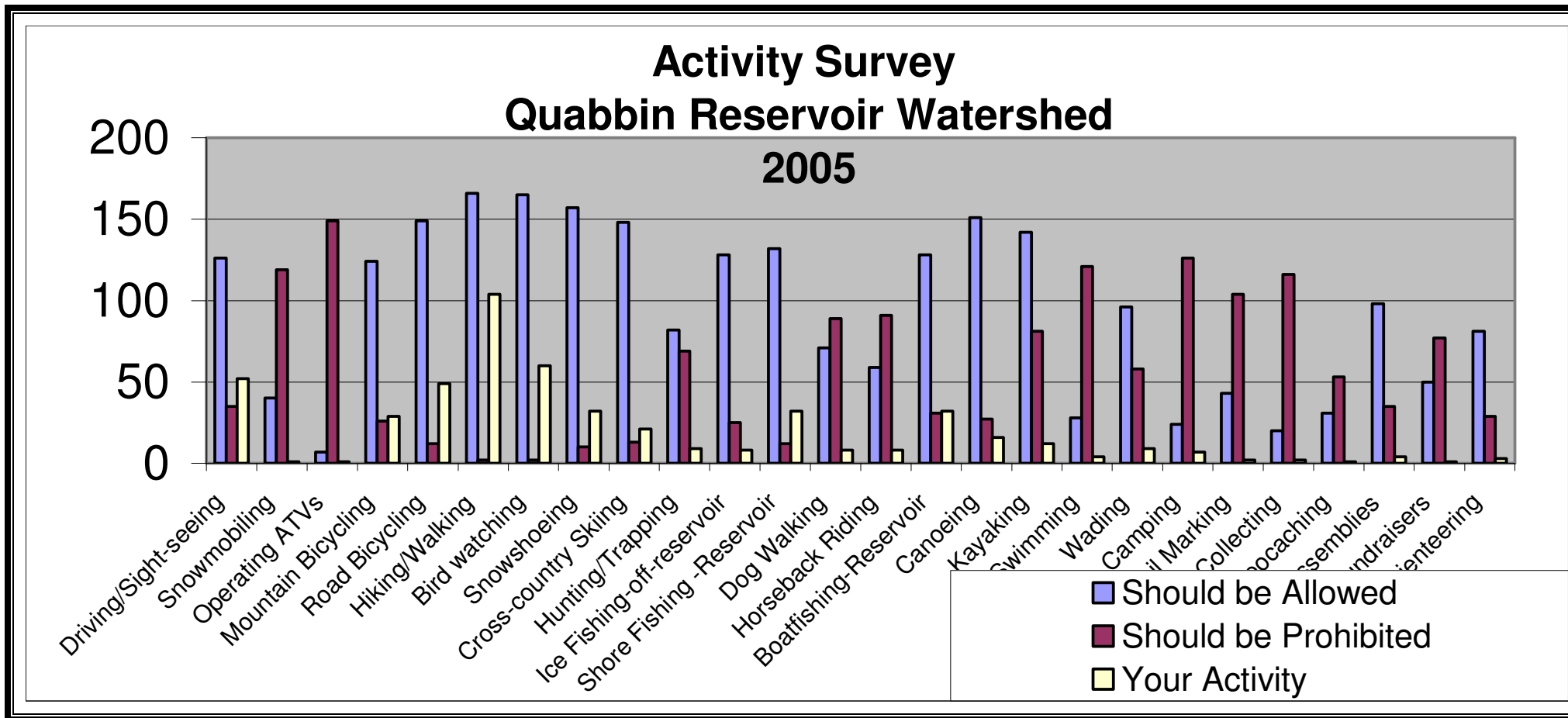


Figure 7 Bar graph showing Table 5 data

Other Suggestions

Among the general comments provided by respondents, there was some public consternation with the apparent illogic, from a water quality perspective, of allowing motorboats for fishing on the Reservoir while prohibiting sailboats and kayaks for recreating on the Reservoir. For example, at the public workshop held in April, one survey respondent wrote: “Re-evaluate motor boat policy and decide on a rational, scientific policy.” Approximately 35 “other” comments were made (**Appendix C**).

Public Input Process Improvement Suggestions

Approximately 43% of the survey respondents made specific comments were made regarding how to improve the DCR’s public input planning process (**Appendix D**). The comments tended to fall into 5 categories. Within these five groups, 91% of the comments were one of two types of comments: 1) Improve or increase use of media coverage for information dissemination; or 2) Improve and increase public outreach efforts.

IV. Conclusions and Next Steps

Survey respondents, especially abutters, were very appreciative of the information included in the survey and for the opportunity to have direct contact with OWM. The survey respondents’ knowledge of OWM activities indicate that the Division needs to better explain its efforts in the watershed community (e.g., PILOT payments, OWM funding by MWRA, and OWM’s forestry revenue generation). In addition, the Division’s motor boat fishing policy will be evaluated.

DCR has initiated short-term steps to address specific public input. Another workshop has been scheduled for September 2005 in the northern part of the watershed. Surveys have been posted at gate entrances, popular stops such as Enfield Lookout, at 3 boat launch areas, and Quabbin Visitor Center. In the long-term, more developed media outreach and publicity on special topics, such as forestry revenue, will be examined.

Appendix A Public Access Survey 2005



**Survey
Public Access and Recreation
on Quabbin Reservoir Watershed System Lands and Waters
3/21/05**

Thank you for taking the time to complete this brief survey and returning it to: **DCR - Access Survey, 485 Ware Road, Belchertown, MA 01007**; the Quabbin Visitor Center, or the public workshop.

The Department of Conservation and Recreation (DCR), Division of Water Supply Protection (DWSP), Office of Watershed Management manages the Quabbin Reservoir, a public drinking water supply, and surrounding lands within the reservoir's watershed. We are required by Federal and State regulations to demonstrate proper management and adequate control of public access and recreation, if allowed, on these lands and waters in the Quabbin Reservoir watershed. Public input is one important source of information the DCR uses in evaluating its access rules. Your input is important to us.

Please circle or fill in the blank

- | | | |
|--|-------------|-----------|
| 1. Have you ever visited the Quabbin Reservation ⁵⁹ ? | Yes | No |
| 2. How many times in 2004 did you visit the Quabbin Reservation? | _____ times | |
| 3. When you visit, how many hours do you usually spend here? | _____ hours | |
| 4. Did you know that the Quabbin Reservoir provides the drinking water for over 2 million people, primarily in the Boston metropolitan area, as well as to 3 western MA communities, Chicopee, Wilbraham, and South Hadley Fire District #1? | Yes | No |
| 5. Did you know that the Quabbin Reservation is a public resource comprised of lands taken by eminent domain specifically for water supply protection and is not run by a private corporation? | Yes | No |
| 6. Did you know that the Commonwealth merged the Metropolitan District Commission (MDC) and the Department of Environmental Management (DEM) in 2003 and the new agency's name is the Department of Conservation and Recreation (DCR)? | Yes | No |
| 7. Did you know that DCR's Office of Watershed Management and its activities are completely funded through water bill payments made by the people who live in metro Boston and the 3 western communities, and not by the entire Commonwealth through state taxes?. | Yes | No |
| 8. Did you know that there is controlled public access and limited recreation at Quabbin Reservation? | Yes | No |
| 9. Did you know that DCR-Quabbin does not charge a general entrance fee to Quabbin Reservation (a parking fee is charged at the Boat Launch Areas)? | Yes | No |
| 10. Did you know that DCR generates approximately \$800,000/year from green-certified forest products grown on the Quabbin Reservation? | Yes | No |
| 11. Did you know that the DCR makes annual payments in-lieu-of tax of over \$5 million to towns that contain property owned by the Commonwealth for drinking water supply and protection? (see attached sheet for Quabbin specific communities) | Yes | No |

⁵⁹ "Quabbin Reservation" refers to the Quabbin Reservoir and adjacent lands managed by DCR for drinking water supply protection.

12. Please list in order of importance the seven (or eight) **personal values** listed below that are most important to you when you think of the Quabbin Reservoir/Reservation (1 = most important; 8 = least important). You may list more than one value as most important.

- a. Public access/recreation _____
- b. Public water supply _____
- c. Engineering History/building, dam, dike, and spillway viewing _____
- d. Solitude/Wilderness character _____
- e. Healthy forests/Wildlife _____
- f. History/Cellarholes _____
- g. Boating/Fishing _____
- h. Other (list): _____

13. What do you think is/are the greatest **public value(s)** of Quabbin Reservoir/Reservation?

The Quabbin Reservoir and its surrounding lands are first and foremost a regulated drinking water supply. However, this public resource has many other values to different people. DCR believes that public input is important in developing robust policies related to the management of Quabbin Reservoir. DCR-Quabbin is committed to the following methods of communicating with the public: convening regularly scheduled meetings with the Quabbin Watershed Advisory Committee (QWAC, a committee defined in the Agency's legislation), holding a public workshop before updating its plans and associated policies for the Quabbin Reservoir watershed; conducting user surveys; meeting with advisory groups, legislators, sister agencies, and others prior to developing draft plans; distributing draft plans to all user communities (libraries and elected officials); forming working groups if needed; and presenting findings at a public hearing.

14. Before reading the above paragraph, did you know that the DCR holds a **public workshop** before updating its policies related to public access and recreation? **Yes** **No**

15. Before reading the above paragraph, did you know that the DCR sends **draft copies** of its plans to watershed town libraries, town selectboards, advisory committees, other state agencies, and to interested individuals for review and comment? **Yes** **No**

16. Before reading the above paragraph, did you know that the DCR-Quabbin holds a **public hearing** before it finalizes plans and policies related to public access and recreation? **Yes** **No**

17. Do you think DCR's public input planning process can be improved? **Yes** **No**

18. If yes, how? _____

19. What is your age, in years?
_____ years

20. What is your gender (circle)? **Female** **Male**

21. What town/State do you live in? _____

22. Do you live in the Quabbin Reservoir watershed? (see attached map) **Yes**
No

23. How long have you lived here? __< 1year __1-5 years __5-10 years __> 10 years

The chart below lists activities both allowed and prohibited at the Quabbin Reservoir and its adjacent lands along with DCR's current access policy. Please use this chart to answer the following questions:

24. In the first column, use a ✓ to mark activities you think **should be allowed** at Quabbin, a public drinking water supply reservoir and watershed. Use a ?, if you are not sure. In the second column, use a ✓ to mark activities you think **should be prohibited** at Quabbin, a public drinking water supply reservoir and watershed. Use a ?, if you are not sure. In the third column, use a ✓ to mark the things you do at Quabbin.

List which activities, if any, conflict with your experiences: _____

Activity	Current Access Policy	Should Be Allowed at Quabbin	Should Be Prohibited at Quabbin	Your Activities at Quabbin
Driving/Sight-seeing	Allowed on designated roads at designated times.			
Snowmobiling	Allowed on Off-Reservation lands only under certain conditions.			
Operating ATVs	Prohibited			
Mountain Bicycling	Allowed on designated roads at designated times.			
Road Bicycling	Allowed on designated roads at designated times.			
Hiking/Walking	Allowed, except in restricted areas, at designated times.			
Bird watching	Allowed, except in restricted areas, at designated times.			
Snowshoeing	Allowed, except in restricted areas, at designated times. Prohibited on reservoir when frozen.			
Cross-country Skiing	Allowed on Off-Reservations lands only at designated times.			
Hunting/Trapping	Prohibited except by special permit during the Quabbin Controlled Deer Hunt and within Off-Reservation lands.			
Ice Fishing-off-reservoir	Allowed on designated ponds only.			
Shore Fishing -Reservoir	Allowed in designated areas and designated times and Quabbin fishing season.			
Dog Walking	Prohibited by regulation.			
Horseback Riding	Prohibited by regulation.			
Boatfishing-Reservoir	Allowed with fishing license in designated areas, at designated times and season.			
Canoeing	Allowed with fishing license off-reservoir in designated areas at designated times, season and sized boat.			
Kayaking	Allowed with fishing license off-reservoir in designated areas at designated times, season and sized boat.			
Swimming	Prohibited by regulation.			
Wading	Allowed with boats in designated areas at designated times.			
Camping	Prohibited by regulation.			
Trail Marking	Prohibited by regulation.			
Collecting	Prohibited by regulation.			
Geocaching	No Policy.			
Assemblies	Allowed with OWM permit in designated areas at designated times.			
Fundraisers	Prohibited unless given written approval by Commission.			
Orienteering	No policy.			

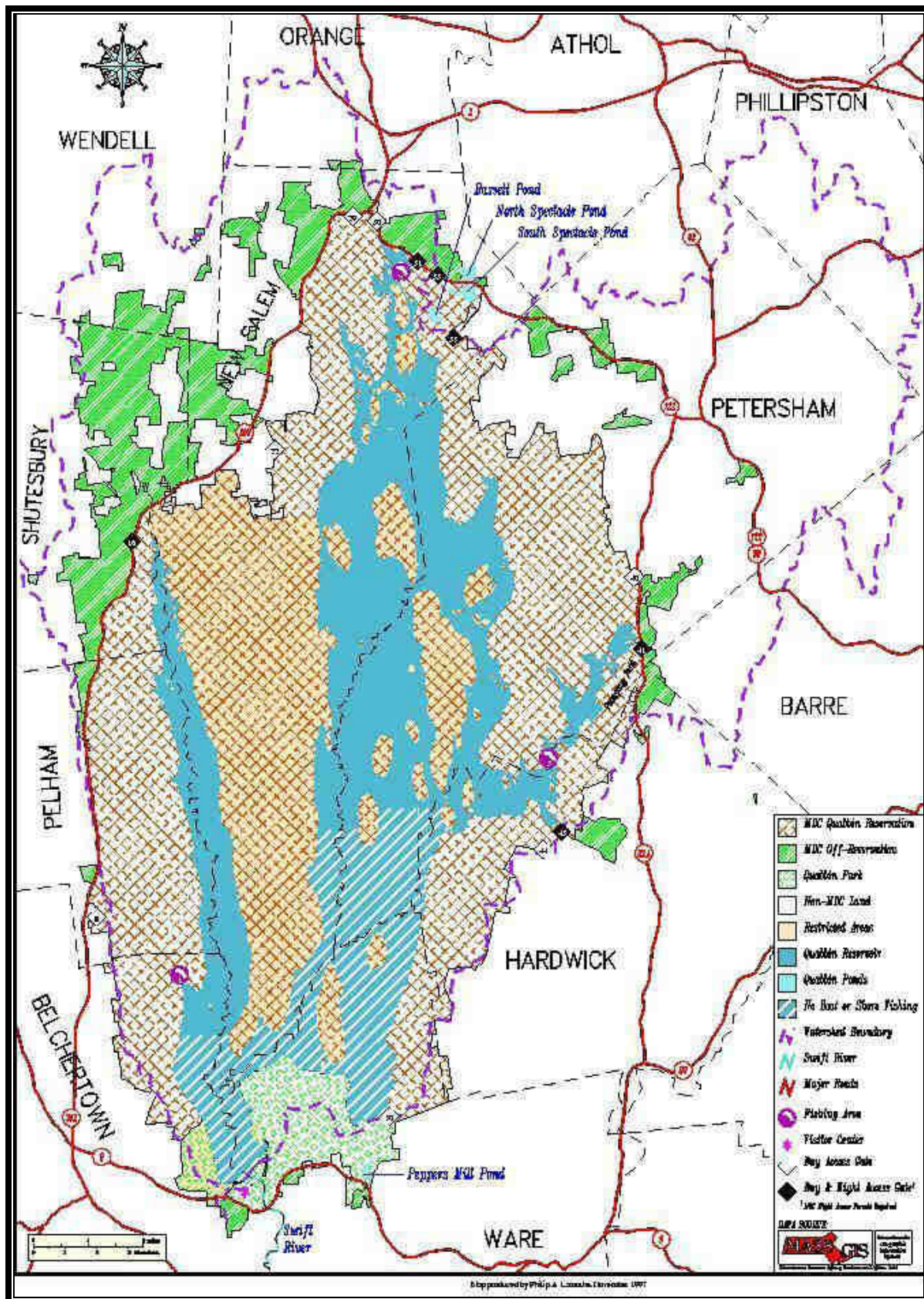
Thank you for your time and interest.

Table M Payment In-Lieu of Taxes (P.I.L.O.T.)
DCR/MWRA Water Supply System's
Quabbin Reservoir Watershed Communities

Quabbin Community	P.I.L.O.T. FY2003	P.I.L.O.T. FY2004
Barre (Quabbin and Ware)	\$129,668	\$129,668
Belchertown*	\$170,786	\$170,786
Hardwick*	\$53,682	\$54,761
New Salem*	\$236,144	\$264,481
Orange	\$3,286	\$3,286
Pelham*	\$160,929	\$162,276
Petersham*	\$323,481	\$323,481
Phillipston (Quabbin and Ware)	\$7,067	\$7,067
Shutesbury	\$244,712	\$250,019
Ware*	\$311,259	\$320,224
Wendell	\$16,247	\$16,247
Total Quabbin Watershed	\$1,657,261	\$1,702,296

* Includes additional payment for lands annexed
after the dissolution of the towns of Enfield,
Greenwich, Prescott, and Dana.

For more information, go to
www.mass.gov/dcr/waterSupply/watershed/pilot.htm.



Appendix B – Stakeholder List

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Appendix C – Personal Values

Survey Question 12

	DCR Master Policy Values						
	Public Access/Recreation	Public Water Supply	Engineering History	Solitude/Wilderness Character	Healthy forests/Wildlife	History/Cellarholes	Boating/Fishing
Personal Values 1 (Most Important)	63	90	15	67	51	22	24
Personal Values 2	36	16	10	36	57	16	10
Personal Values 3	25	14	24	25	34	23	11
Personal Values 4	21	10	21	26	18	33	22
Personal Values 5	15	13	36	12	8	22	21
Personal Values 6	4	16	38	4	6	24	24
Personal Values 7	11	10	22	3	1	25	38
Personal Values 8 (Least Important)	5	8	9	4	2	6	23

Survey Question 13

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
	Open forest, old roads, water, and recreation
	Open space
	Wildlife, forests, beautiful scenery with the water and all
	Making it accessible to the public for walking, hiking, boating
	Public undeveloped open space.
	Unspoiled, accessible land.
	Ecological and outdoor recreation
	Large contiguous block of public land.
	Permanent green space, a wildlife corridor
	Water supply
	Fishing and hunting
	Drinking water, wildlife
	Accessibility although somewhat limited
	Environmentally friendly and safe recreation
	Public water supply and preserved wilderness
	Largest public water supply with little drought impact.
	Water and preservation of wilderness

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
	Public access needs to be opened to larger boats.
	Not developed
	Water sports
	Wildlife, beauty, conservation of land.
	Nature
	Protect, promote environmental quality and integrity of the watershed
	Water of course. Second, this is the only true wilderness in the state (even if man-made).
	Conservation and fresh water supply
	Semi-protected preserve
	Pristine wilderness setting
	Wilderness and public access
	Water supply plus passive recreation
	Walking trails
	Water supply
	Great conservation/wildlife/open space available to walking public.
	Clean water supply.

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
	Preservation of wildlife and green space
	Preservation of forest land and wildlife populations.
	As an oasis in a land of human development
	Public water supply, healthy forests for wildlife, solitude
	Neatness and general cleanliness and view from tower
	Drinking water and open space
	Healthy forests/wildlife
	It is a place to appreciate the natural beauty of our area without commercial intrusion.
	Open to walkers, views, etc.
	Preserve water and land
	Drinking water supply
	Water supply
	Preserving green space
	water,, beauty
	fantastic resource, must be taken care of and managed well
	outdoor recreation. Its beauty and peacefulness.
	public access funded by users to a well kept ecosystem

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
	safe water supply. Public access for boating/fishing and recreation.
	undeveloped land/wildlife corridor
	protected land for future generations. Clean water for those whom it serves.
	Its unspoiled beauty.
	"accidental wilderness"
	water supply and recreational use of land by the public
	water supply, natural space
	pristine open space
	passive recreation, open space
	Protected wilderness, wildlife habitat, and water supply
	greenway link to existing trail system, protected open space
	drinking h2o supply
Workshop	
	Ability of general public to view and go into it.
	Recreation
	Recreation and water supply
	Protected water supply and protected forest land; historical interest
	Recreation
	Large wilderness area and wildlife.
	Clean water
	Maintain wildlife, health and quality of water and buffer area
	water supply

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
	water supply, supply of forest products, clean air, wildlife habitat, and other benefits supplied by healthy, managed forests.
	Water supply, clean and economical far into the future.
	open land
	public access
	eastern mass - public water supply; western mass - habitat for wildlife and recreation
	Water - clean water. Please institute rational motorboat policy.
	public acces/recreation and public water supply
	boating and fishing
	maintaining the integrity of the pristine area.
	Wilderness/history
	open space for recreation
	serenity
	a wilderness area in the heart of our state - solitude sanctuary - a place to experience the community of sentient beings.
	water supply
	clean water for metro area
	Water supply
	Preservation of beautiful water-forest resources
	Protected wilderness area, access via foot, snowshoe, skis
	Its wilderness character-the ability to walk its roads, to view the beauty!
	Preservation of a large chunk of forest and land from development.
	Natural resource to be enjoyed for recreation, preservation of pristine water supply.
	Access to boating, fishing, hiking.
	Access to the land and to historical sites
Staff	
	A people friendly place to do activities and get out into the outdoors w/ limited restrictions.
	Drinking water and protected open space.
WSCAC	

Question 13. What do you think is/are the greatest public value(s) of Quabbin Reservoir/Reservation?	
	Providing pure, safe, clean, drinking water
	Public water supply of high-quality drinking water.

Appendix D – Suggestions for Improvement

Question 18

Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?		
Group	Type	Comment
Media (M) - 35		
	M	More press regarding 14-17 so we know about such input opportunities
	M	By listing the above events in the newspapers and on radio and tv so the public will be aware of what is happening
	M	Many of our community don't go thru the bulletin boards or have contact to learn of these hearings and they happen during our work hours.
	M	Newspapers
	M	Better publicity. The questionnaire and attached notice are an improvement.
	M	Also, the length of time for notice is very short for attendance at the meeting. It should be at least 1 month and advertised in a variety of ways.
	M	Better use of media outlets to notify the public when meetings occur.
	M	Post proposed plans on internet
	M	Let public know of plans. Notify the public in plain writing. Keep reservoir as water supply.
	M	More articles/info in all local newspapers and posted at all local general stores.
	M	More use of web and email. More general public outreach (e.g., newspaper articles)
	M	By better dissemination of information. I read the newspapers regularly.
	M	More publicity, public input, and information. More hearings than one.
	M	More publicity
	M	Newspaper notification of these meetings and plans
	M	More media coverage
	M	More publized
	M	More publicity to towns not using Quabbin Res. For water
	M	More publications of news in local papers and on websites.
	M	Advertising - cable, radio
	M	more publicity
	M	newspaper announcements/articles regarding these methods of public input into the Quabbin management process
	M	Advertising above info., mailings
	M	Advertise better - feature articles in statewide local newspapers, not just abutting towns.
	M	More publicity about events more

Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?		
Group	Type	Comment
	M	Greater web presence, public surveys available at entrance points, direct contact with interest groups
	M	Advertise workshops and meetings to general public.
	M	Better advertised, should be in local paper, if isn't.
	M	Public announcement in western MA papers. Revalute motorboat policy and decide on rational, scientific policy.
	M	Advertise the meetings more.
	M	Better publicized via newspaper/radio/tv
	M	Improved distribution of draft copies; improved media relations with niche industries like horse owners; make mtgs/dates more available (QWAC, etc.)
	M	Let more people know about it.
	M	Internet
	M	Use of internet, email to solicit input/feedback.
Outreach (O)- 34		
	O	Send out more surveys to landowners in the watershed
	O	Hand out material at the visitors center
	O	Take the opinions of those who live in the intermediate surrounding areas of the watershed before others.
	O	Holding hearings is one step, listening is another!
	O	Typical survey research provides respondents with self-addressed postage paid envelopes in order to increase the return rate. If you were truly interested in public input, you would do this!
	O	Sending me information on correspondence, meetings, hearings. My name is Jeffrey Cyr, Supt. Water Dept. Fire District #1, South Hadley, MA 01075
	O	This is the first time I have seen a survey.
	O	Don't know. Above 14-16, plus this survey are good procedures. Engage qualified environmental groups in the process.
	O	By giving individual watershed towns the authority to dictate which activities occur on their properties (within their borders).
	O	Make sure there are plenty of public hearings.
	O	Improved public relations/marketing to inform the public of the above information and access to the planning process.
	O	Involve neighboring communities - they access Quabbin too.
	O	Do what is happening here - survey and inform the public about policies at Quabbin
	O	From the information provided in the above paragraph, it would appear the process is in pretty good shape, except for possibly better conversations with the public. The survey is a positive step, but it is the first I have ever received.

Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?		
Group	Type	Comment
	O	How often does this happen. I have lived in Petersham for 6 years and this is the first time I have been aware of public comment.
	O	A respect needs to be given to the people who live in the watershed (i.e., listen to their wishes to enjoy the area). People in the area greatly respect the land around us, but would like to extend the "legal" recreational uses, i.e., horseback riding, bikes
	O	Listen and act on public's comments
	O	Keeping updates, contacting Senators, congress
	O	email survey, email input
	O	More information provided to landowners abutting Quabbin property - mailings, mtgs, etc.
	O	I cannot understand how all that water goes to Boston and Petersham is not part of the benefactors of it as drinking water!
	O	get public more involved in conservation of its great resource water
	O	I appreciate receiving this survey, its the 1st one I've received in almost 30 years.
	O	More public workshops
	O	A series of meetings include a "how to" session for folks wanting special access permits
	O	More hearings, not just in Belchertown.
	O	Better information to the public.
	O	More input from citizens.
	O	Better outreach ahead of time so that people are more aware that this is not another park and that the door is not open for recreation of all kinds.
	O	more time for comment
	O	By listening to the local people and their concerns.
	O	Give public more say about Quabbin
	O	Should have blank page attached to this form for additional comments. QWAC notes available in visitor center and posted in view
	O	Listen to and publish Q&A results on input by area towns.
Financial (F)-2		
	F	Yes, make it honest and compensate the landowners for loss of use or property for the benefit of the many eastern mass residents.
	F	Manage forest for small game and birds, not for high timber value.
General (G) - 6		
	G	Fair
	G	Yes. Listen to people who want to slow/stop the hunt. Hardly any deer in our neighborhood anymore. Also, listen to people who want it opened to larger boats. My 175hp, 19' cuddy pollutes less than a small 2 stroke.

Question 18. Do you think the DCR's public input planning process can be improved? If yes, how?		
Group	Type	Comment
	G	We need more public access.
	G	Excess land should be returned to the towns.
	G	Only if more people participate in the process.
	G	Don't know how.
Political (P) -1		
	P	Stop catering to special interest groups like hunters and fisherman who pay you money (via liscenses). Sailboats - NO. Powerboats - YES???
Legend		
	M	Media
	O	Outreach
	F	Financial
	P	Political
	G	General
	?	Unknown

Source: (Public Access Survey Results: March-May, 2005)

Appendix E - Other Comments

Other Comments:
It would be nice if the dam and dike would be opened up to vehicles again. Senior used to enjoy picnicking in the area in back of the dike. Now that it is blocked off, it is too far for the them to walk to that area.
It would have been nice if you envlosed a stamped addressed envelope with this survey.You might of got more responses.
Geocaching allowed with permits only for a trial period
Cross-country skiing on off-reservation only.
Boatfishing on reservoir with measures to prevent invasive species
Wading with boots only
Orienteering with permits
A web search document geocaching and orienteering activities at Quabbin. DCR could allow these activities and direct them away from sensitive areas through the permitting process.
As a 30yr old neighbor, I think the greatest public value is that the public access is not well promoted
Dog walking should be allowed only on a leash
Why does boating require a fishing license?
I believe the vast area called Quabbin Reservation is not really being utilized as much as it could be for the people of Ma. After talking with people in California, I was told and shown how they use the reservoir's for public use (water skiing, picnicing, large areas available for fishing. Walking trials, etc. How can two different areas be so different? Just a note. Thank you.
The more activity that goes on in the Quabbin, the more clean up you will have with mess from ATVs, etc.
Horseback riding should be allowed in designated areas. Tax payers in the watershed should be allowed access to some of these roads provided they stay away from the shoreline.
This is a public water supply system!!!
Couldn't even send an envelope for this important survey?
I feel strongly that non-motorized boating should be more freely permitted.
Thank you for the opportunity to comment.
Because such human sacrifice was involved in the creation of Quabbin, with 2500 living and 7500 dead giving up everything, we must NEVER LET IT BECOME A PLAYGROUND OR A RECREATIONAL FACILITY now or in the future. To keep it as is is the only way we can justify this sacrifice and honor the memory of those who made it possible.
I assume assemblies means events such as Dana Reunions, SRWHS bus pilgrimages, or other educational activities.

Other Comments:

I would like to see motorboats prohibited from the Quabbin. I would like to see fishing allowed from nonmotorized boats. It makes no sense to allow polluting motor boats on a source of drinking water and not allow canoes and kayaks.

My father-in-law Frank Avery helped move bodies from the reservoir. Their house was moved from Prescott Peninsula to Pelham. This Reservoir has a lot of history for my children.

I live in this area and often times during hunting season, have seen trash and human waste in the woods. Again, it seems like the fishing and hunting interests have been given priority over other recreational uses. The majority of horse people have a great respect for land and it would be both out of love for the land and in their best interest to ride respectfully in the Quabbin. Why not issue "riding permits" on a rotating basis to people who live in the area? It might generate some money and limit the # of horses. I live across Rt. 202 from the Quabbin. Behind me is MDC land which I am locked out of - it seems absurd that I can't take my horse there, while logging trucks are continually diggin up the road!

I live on the road to QR and it is a shame not to be able to walk with my dog right in my own backyard. Instead, I have to drive to places to bring my dog. It is a shame. Thanks for considering.

I have always wondered why motorboats are allowed on Quabin because of oil and gasoline pollution which occurs with these motors use on the water supply?!

environmental and "place-based" education

sailboats are safe and clean. Motor boats make noise and pollute. Ban motors.

biking and skiing

A unique piece of land that is remote and a virtual wilderness.

Allow horseback riding.

It appears that there are fears that mountain biking is detrimental to the ecosystem. It can be, if not managed properly. The Northeast Mountbike Association has a history of helping create a positive impact on areas where mtn biking is allowed. Developing a relationship with this group could solve some of the problems of unauthorized access by channeling activities to best locations.

This survey does not ask if anyone is aware of any management activities and how or why they are carried out.

2-strokes should be banned (outboard motors - 4 stroke only) Water quality near Gate 8 should be monitored.

I would be more comfortable with a total ban on all access than liberalizing access is fairness is the issue.

Other Comments:

<p>In this last question (24), it is not clear what is meant by "Quabbin" does the definition mean "including off-reservation lands" all of which are within the watershed? Also, it would have been helpful to have a "no change" recommended column.</p>
--

Appendix F – 1999 Ware River Watershed Abutter Survey Summary

Summary of MDC/DWM Abutters Questionnaire Responses

The following Table summarizes 230 responses received from MDC/DWM's questionnaire sent out in September 1999 to 650 abutters (private land owners only) in the Ware River watershed. Where possible, the responses submitted are characterized below.

1. Age (years)

- Average age = 61 years old
- Range = 28-94 years old

2. Female or male?

- Female = 62
- Male = 157
- Gender not given = 10

3. What town do you live in?

- Hubbardston
- Barre
- Oakham
- Other

4. How long have you lived in this town? (years)

- Average =
- Range =

5. Before receiving this letter, were you aware that the MDC/DWM lands are used as a public drinking water supply source?

- Aware = 228
- Unaware = 1

6. Before receiving this letter, were you aware that the MDC/DWM is updating its Public Access Plan?

- Aware = 84
- Unaware = 135

7. Before receiving this letter, were you aware that the MDC/DWM restricts and monitors public access on its drinking water supply lands?

- Aware = 204
- Unaware = 25

8. What, if any, is the biggest problem you experience being an abutter to MDC/DWM lands?

- "None" = 65
- No comment given = 58
- Comment given = 126

9. **What do you most value as an abutter to MDC/DWM water supply lands? (Check one /)**

- Privacy = 147
- Wildlife = 79
- View = 36
- Access to trails = 41
- Other = 17

10. **Have you observed encroachment activities coming from private lands (i.e., mowing or cutting vegetation, storing materials, building trails, etc.) onto water supply lands? (Circle yes/no)**

-
- Yes = 44
 - No = 189
 - Comments: Trash, vehicle trails (snowmobiles, ATVs, and motor bikes), and logging\
-

11. **Do you participate in any of these activities on MDC/DWM lands near**

your land? (Check all that apply:

- Driving/Sight Seeing = 82
- Snowmobiling = 8
- Operating All-Terrain Vehicles = 10
- Bicycling = 56
- Bird Watching/Nature Study = 98
- Hiking/Walking/Snow-Shoeing = 155
- Cross-Country Skiing = 58
- Hunting/Trapping = 55
- Ice Fishing/Ice Skating = 51
- Shore Fishing = 67
- Dog Walking = 70
- Horseback Riding = 17
- Boating (motorized) = 23
- Canoeing/Boating (nonmotorized) = 57
- Swimming/Wading = 48
- Operating Personal Watercraft (e.g., jet skis) = 1
- Camping = 12
- Trail Marking = 5
- Trail Clearing = 6
- Collecting = 16

9. We are interested in identifying user conflicts. Please identify those activities which conflict with your primary activity by checking the appropriate box . Example: If your primary activity is hiking on MDC/DWM lands and you find that biking on the same trail conflicts with your experience, then place a check mark on the row labeled hiking and column labeled biking (I).

Please include other comments regarding user conflicts:

Primary Activity	Driving	Snowmobiling	ATVs	Bicycling	Bird watching	Hiking, etc	Skiing	Hunting	Ice fishing	Shore fishing	Dog walking	Horseback riding	Boating	Canoeing	Swimming	Jet skis	Camping	Trail marking	Trail clearing	Collecting
Driving/Sight seeing	X	4	3	1				2							1			1		
Snowmobiling		X	1		1	2	2	2							1					
Operating ATVs			X	1				1		1					1					
Bicycling	3	4	8	X				5		1					1					
Bird watching	2	13	12		X			9		1		1			4		1	2		
Hiking/walking/snow	8	24	28	3		X		19		1	2	1			3				1	
Cross-country skiing	3	16	8	1			X	3		1	1	1			2				1	
Hunting/Trapping	1	8	6	1	1	1		X							2					
Ice fishing/Ice skatin	1	4	2					2	X						1					
Shore fishing	1	1	2					2		X				1	5					
Dog walking	4	8	6	2				8			X				1					
Horseback riding	2	3	6					5				X			2					
Boating (motorized)		1	1					1					X		4					
Canoeing/Boating	1	2	2					1		1	1	2	X		6				1	
Swimming/Wading		1	1					1				5		X	9					
Jet skis		1	1					1							X					
Camping	1	4	5					1							2	X				
Trail marking		1	1					2							1		X			
Trail clearing		1	1					2							1			X		
Collecting		1	1					1							1				X	

10. Given the restrictions on drinking water supply land, what could MDC/DWM staff to improve the following three items to improve public access management?

- Suggestions to not included in this summary.

11. The following statements are all true. Please check the statements you are aware of:

All-terrain vehicles (ATVs) are prohibited on all MDC/DWM lands.

- Aware = 126

Snowmobile use is restricted to specific trails on MDC/DWM lands

- Aware = 129

Horse use is restricted to specific trails on MDC/DWM lands.

- Aware = 98

The MDC/DWM and MWRA are funded entirely through water fees collected by the MWRA from the water users.

- Aware = 50

The Ware River Watershed Advisory Committee (WRWAC) was formed in 1998 by legislation to represent the public on issues concerning the MDC/DWM drinking water supply lands in the Ware River watershed.

- Aware = 54